

# **POLICY NO. 201**

## **Area: Enrollment Management**

Date Adopted: October 1, 2002

Certified by \_\_\_\_\_  
Dr. Adolphus Andrews  
Executive Vice President  
and Chief Financial Officer

Revisions Approved:

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### **Subject: STUDENT COMPLAINTS**

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#### **1. Purpose**

The purpose of this policy is to create a log and tracking system of student complaints and their resolution as required by the North Central Association of Colleges and Schools (NCA).

#### **2. Policy**

a. NCA now requires that each university maintain a log of written student complaints filed with the offices of the chief executive officer, the chief academic officer, and the chief student affairs officer.

b. Records must be kept of the disposition of those complaints.

c. The Dean of Students will establish a method of logging written student complaints filed with the offices of the chief executive officer, the chief academic officer, or the chief student services officer.

d. The Dean of Students will conduct monthly surveys of the three affected offices to determine whether any written complaints have been filed, and will collect the report forms.

e. Individual students' identities and the names of those involved in the facts of the complaint will not be shared with the visiting NCA team. Thus, the report sheet will not contain the student's name or the names of those involved in the complaint, and no letters or documents from individual student complaints can be shown to the team without the express permission of the student.

f. The master file will be updated on a monthly basis, and will be included in the resource room for the next NCA site visit.

- g. The tracking system will contain the following information:
- (1) the date the complaint was first formally submitted to an appropriate office;
  - (2) the nature of the complaint (e.g., dispute about a grade, allegation of sexual harassment, etc.);
  - (3) the steps taken by the institution to resolve the complaint; and
  - (4) the institution's final decision regarding the complaint, including referral to outside agencies, or any other external actions initiated by the student to resolve the complaint, if known to the institution (e.g., lawsuit, Equal Employment Opportunity Commission investigation, etc.).